

**Recap of August 12, 2004, Meeting
Information Service Policy Committee
1:00pm Room 106 County/City Building**

Attendees:

Don Herz, Ray Stevens, Randy Ober, Terry Lowe, Douglas Thomas

Administrative:

Systems Coordinator Position;

Terry Lowe was promoted into the Systems Development Coordinator position. We are not going to fill Terry's former Project Manager position and will stay with two Project Managers because we are not that big of a shop and we can save the dollars. Terry is taking half time billing into this position so that he can still be highly engaged in the eGov initiatives. In the early 1990's when Jim Walkenhorst, was promoted into the third Project Manager spot and the idea was to move this position into the Mayor's office at some future point to head up the re-engineering that was going on in City Hall. The plan was for this person to go from department to department looking at ways to streamline/re-engineer different processes within various City departments. There was some re-engineering done but it lost its momentum. Terry is a more hands on type of manager than Ron.

Deb Torgler;

Deb, a 29 year employee, has resigned effective August 25, 2004. Deb was in charge of training and was starting to take over some of the Lotus Notes Administration. We plan to discontinue the training because it was no longer cost effective to have a trainer in-house. It would be more cost effective to out source this. We will keep the training facility up to speed so people can come on site to train City and County employees. We will probably be looking at more of a Notes/PC type support person when we refill it.

City Council Budget Action;

The City Council cut \$50,000 in Data Processing services out of General Expense and \$6,000 for new chairs. Some departments will not be doing capital purchases and some other departments found other line items to cut the expenses from rather than IS Services.

Networking:

Bluffs Road/Parks/Landfill Wireless;

Wireless equipment has been installed at the Bluff Road Landfill as well as the Parks Department. We are having problems with IPX printing. The new radios will not support IPX printing. Tim Storer is making the needed modifications, so it will be about 3 or 4 weeks before they are up on the wireless.

ISP/ADSL Contracts;

The ISP/ADSL contracts were awarded to Alltel and the contracts are still in the City Attorney's office. Steve Huggenberger is working with Chris Fish from Alltel on some of the verbiage in the contracts. We are deploying the ADSL now and they are giving us that price even though the contract is not through the process. The remote lines are generally about 50%-60% of what they were and in some cases they are one seventh of the cost (Dedicated T1 versus Tier 3 ADSL). If they had a T1 line, it was \$700 and the Tier 3 circuit with 24/7 support is \$90. The download is just as fast as a T1 and the upload is twice as fast. They gave us such a good price because we were starting to move our circuits to TimeWarner Road Runner connections. We are doing the Fire Department first and we will be visiting all off site offices to move them over. Alltel has become much more responsive then they have been for years. We have generally not had problems getting DSL out to any of our locations but there may still be places where TimeWarner is available at that location and DSL is not.

The PRI lines, (voice grade, with caller ID phone connections), run \$700 per month in Omaha, where there is competition. In Lincoln the price for the same line without competition is over \$1,600 per month. In addition, they are required to let us keep our phone numbers but they can charge us a monthly lease for them. In Omaha Alltel charges \$20 per month for a block of 100 numbers, in Lincoln they had indicated the charge would be \$160 per month per block of 100. We have gone on record (numerous times), letting them know what we think about these differences between Lincoln and Omaha. We won't probably get anywhere until competition is introduced to the Lincoln market.

Joint LES/City I.S. Fiber Projects;

Thanks to LES we have fiber out to Fire Station 14. We are doing a joint project with them to run fiber out "G" Street and out 1st Street to our disaster recovery site. LES wants to get fiber out to their substation on West M so we are doing some joint construction with them. With the use of LES fiber we now have fiber to the North 27th Police Precinct, and the Water and Waste Water operations. They have been very good to deal with for the use of their fiber.

UNL WiFi;

UNL is setting up a WiFi network within their buildings but they are not doing it campus wide at this time (in open outdoor space). They have a pretty good diagram on their website showing which buildings are hot and which ones are going to be added. There may be some bleed out from the buildings but their strategy was to only make the buildings hot. At some point in time you may very well go anywhere with your laptop and be able to get access. Terry is very interested in this project and has been keeping up on various WiFi projects throughout the US. The City of Lincoln is not in a financial position to support this type of system, however, we will probably see more movement by the public sector to build a WiFi type system.

Palm Network;

They are shutting down the network that supports wireless activity on the old palms, the 7's and 7x's because they want you to go to their Tungsten W's and Trio's, that have a built in cell phone, with AT&T and other carriers. The Police still have many units out there and LPD is in the process of replacing them. The letter that went to Violation Bureau was dated July 30, 2004 so Palm gave them a 30 notice that they are shutting the network down. The Tungsten W's are wireless and they use the AT&T network. The older versions used a different technology and they do not want to support it any longer so all of the older wireless devices, the I705's, 7's, 7x's will no longer have wireless connection capabilities at the end of the month. The devices will still work as palms. They were very cheap mobile data terminals and data came down faster than the mobile data laptops. Palm's cannot replace the radios that the Police Department use but they can be a nice compliment. The Police Department has the mobile data terminals, (laptops), in their cars. The palm's are a companion to these when they are outside their cruisers, they can put it in their pockets and take it with them. Clair has probably 10 different applications he has written, including towing, criminal histories, mug shots, gang activity, for use on the Palm's.

UNLPD fiber;

UNLPD fiber is hooked up now. The only user is the UNLPD and they are entering tickets now so it is saving the County Attorney from having to enter the data. Plus, they have all of the contact information. They did have us start building an application for them but the new Assistant Chief wants to build his own.

Manor Fiber,

Doug sent Ray Stevens financial information as to why fiber was not run to Lancaster Manor and this information seems to have answered the questions that had been raised by one of the Commissioners.

Information Center:

Assessor System Specifications;

Ken does have specifications from CLT/Tyler. The original specifications had certain items on it and when they gave us the quote it did not include some of the items on the original specifications. Our preference would be they go with HP instead of Dell hardware because we are in a better position to support the HP machines. Tyler doesn't seem to have a problem with that solution.

Public Works/Redundant Oracle Environment;

We are working on getting a redundant server for the Oracle environment so that we can try and avoid hardware failures like we had a couple of weeks ago. This downtime left the Water Department and Building and Safety down for about three hours. The existing system runs on a Sun/Unix environment and it is cost prohibitive to look at a redundant environment here. However, if we port it to an HP windows environment we think we can do it for around \$25, 000. A clustered windows environment can be administered easier but it is scary leaving a generally rock solid system with UNIX/Oracle and moving into a windows environment. There will be a lot of testing that needs to go on. Oracle has been very solid but about 6 or 8 months ago we had a hardware failure and about three weeks ago we had another one. The recovery time was fast but three hours with Building & Safety inspectors sitting around the office did not make Mike happy. In the Clustered environment the machines would be communicating with each other but there would not be any load sharing between the two. If machine A failed, machine B would kick in. It is basically a "warm" second set of hardware.

SAN (EMC Corp)

Doug is meeting next week with EMC on their SANS systems. We would like to position ourselves to put some money in next years budget for this capability. We were part of the Homeland Security Grant to do this but Doug has no heard if I.S. is getting any of the grant money. It is Doug's understanding that the City/County did get some money from the State and I.S. was part of the grant that Doug Ahlberg proposed to the State but he is not sure how much if any of it goes to us. At one time we were looking at fully redundant dual SAN sites. The grant last year went to the Police, Fire, and Sheriff for radios, gear and hazmat equipment. If we look at a SAN for the non-mainframe/AS400 platforms we are looking at about \$80,000-\$100,000 per site. EMC is probably the leading storage vendor in the world and they are compatible with IBM equipment.

Systems Development:

Event Parking (ePay parking);

This went live a couple of weeks ago. You can reserve your Husker parking at all of the City operated garages. Terry talked with Ken Smith (Parking Coordinator), yesterday and he is going to have a Statewide campaign starting on August 19. They are using the Downtown Association, the University is getting involved, they got stuff going out in the papers out across the state. It will be quite a big deal. We have sold about \$1,000 worth of parking spaces already by people going to the homepage. This is expandable in the future for different events and it is all administered by Public Works. It prints off the receipts with bar coding and down the road we will put an interface together inside the parking garages themselves. When we do the credit card payments we do not take possession in our system of any credit card numbers. We are trying to reduce our exposure in case we would get hacked they cannot get their personal credit card information through us. It is all encrypted through Verisign.

Applicant Tracking,

This is going well. This system is in production and we are working on the web component now. Currently, they have people who manually rate applications, they go to a spreadsheet, put all the scores in and total them up and in about five or six days they have the names of those who scored high enough for an interview. Now the process is, as you are filing out the application and the supplemental questions, points are assigned to them. Accordingly they are rated and charted automatically and immediately. In the next day or two, the people have all of the information on the rank and ratings and EEOC related information. It is all done automatically, and the two people out front at Personnel just log the applications and supplementals in because we are still taking the paper. We are scanning the paper documents now, for those that are still turned in on paper. We log the applications that come in now, name, social security number, job number. Then we have the paper and copies need to be made. Now they will log the same information into the new Oracle system and then send it over to Brian to be scanned. So you have the full document which you can also look at on line. On the supplemental part, everything has to be Yes or No questions. The points are there, they are ordered in the right order, the payroll is loaded every two weeks so the minority/EOC information is current. If they want to look at the questions, they can pull the image up. They will have terminals up front for people to use and they will assist them in completing on line applications within the Personnel Office..

PeopleSoft;

PeopleSoft is going through some growing pains right now, which made it a hard couple weeks for software installation but they are starting to load data now. The guy that they sent us, (Jaime), had a hard time during the configuration. We are running Websphere on the AS/400. Instead of buying two servers, like PeopleSoft wanted us to do, we wanted to run on the AS/400 to use the CPU power there, we have it running and now we need to get some usage because they think we are going to have some performance issues but we are hoping not. The worst case scenario is we will have to buy another server. The State found out what we were trying to do and they are very interested in the outcome because they have 10 web servers sitting in front of their AS/400 and they have what they think is response time difficulties. Hopefully, we will be testing this out next week.

CMHC;

We continue to work with the vendor. The Health Department is bending over backwards to give them every opportunity to deliver, which is what the Law Department has instructed them to do. The Health Department staff knows this system is not going to work. They did put a part of this into production but have had to pull it back out and come back to the mainframe system we had written for them many years ago.

Parking Tickets;

We have had a lot of successes with the new Parking Ticket System. The decision was made to put this inside the C.J.I.S. system. This system runs in a different environment than we have worked with in the past to build web based shell programs that can be brought up in a browser. Chris and Terry had things nailed down to how they wanted to work and then it was turned over to the Admin's Development Team for coding. We have spent 170 hours to get the data out of the old system into the new one. Chris and Terry have done the R&D on the hardware and have tested the laptop and RADIX handheld models. Terry has a Recon model to test which has been highly recommended by Law Enforcement throughout the US. Mark's Admin's team has been responsible from writing the software that they will use in the Violations Bureau. We have spent a lot more time on the web shells, the cost is targeted for \$88,500 deliverable by November 1. We are going to need money for the hardware and Doug is going to talk to Steve about encumbering some money out of the Development fund, \$25,000 - \$35,000 should cover the cost of the hardware. There is more than enough money available due to other savings within that fund.

PRIME;

We have been writing web shells on the mainframe for the Fire System. Most of the modules are being accepted. There are two interface programs from EMS Pro that work and two that need work. For the first time in several months we will be able to run a test on this. Getting the EMS Pro working is critical to us being able to launch the first part of the Prime System that we are writing.

Tech Support/Operation:

We are starting a project to look at the next CPU size as the mainframe loses OASIS. We are looking at a payback on the new CPU. We want to look to see what is out there and what our options are. We are going to be looking at the same thing on the City AS/400. We are going to look at this once the County starts going. For co-existence the City would need to upgrade to Enterprise One. Once the City sees what the County gets, they may be more willing to upgrade. Utilization stats are good on all of th platforms.

Next Meeting:

September 9, 2004 at Information Services.